



PRIMROSE COTTAGE

BED & BREAKFAST

Reservations and Cancellation Policy

- On booking, full payment is required to secure the reservation.
- Payment may be made through the online reservation link using a debit/credit card. Alternatively payment may be made by request via BACS.
- If the reservation is cancelled more than 30 days before the arrival date there will be no cancellation charge.
- If the reservation is cancelled 30 days or less than before the arrival date, or in the case of a no show, the cost of the entire stay will be charged to the card.
- In the event of an early departure, guests will be liable for the full amount of the cost of their stay. In exceptional circumstances, this will be at the discretion of the owner.
- Additional services, e.g. flowers, champagne and chocolates, will be charged for upon booking.
- Please note that upon making a reservation the agreement becomes a legal contract.

Payment of Accounts

We kindly ask that all balances are paid on arrival, once guests have inspected their room(s). Payment can be made in cash or by debit/credit card.

Insurance

We strongly recommend that guests purchase travel insurance.

Children

We are not able to accommodate children under the age of 15 years old.

Groups

We do not accept stag, hen or group bookings.

Pets

We regret that we are unable to accept pets.

Non-availability of Accommodation

We would only cancel your reservation if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the reservation. Our liability would not extend beyond this refund.

Arrival

Rooms are available from 15:00 on the day of arrival and we kindly ask that guests check in before 20:00. Please note we do not offer a permanent reception and therefore if you would like to check-in outside of these times it must be agreed prior to your arrival. Any rooms not occupied or communications of lateness not made by 18:00 will be considered as a no-show and Primrose Cottage B&B have the right to re-let any such room.

Unregistered Guests

All guests are required to register on arrival. Management reserves the right to charge a fee of £100 per non-registered guest per night.

Departure

Guests are requested to check out of their rooms by 10:00 on the day of departure, unless otherwise arranged. We reserve the right to charge any guest, who has not vacated their room by this time, a subsequent night at the appropriate daily tariff. We are happy to safely store luggage if your planned departure time from Primrose Cottage B&B is later in the day.

Liability

The management will not accept responsibility for any valuables lost or mislaid unless handed in for safe custody. The free, off road, car parking spaces are for patrons use, but we take no responsibility for any damages or losses incurred to vehicles in the car park, or property contained therein. Guests are reminded to take the usual precautions and not leave any valuables or other items on show in their vehicles. Our total liability to you is limited to the price of the booking and under no circumstances will we be responsible for any indirect or special damages.

Privacy Policy

Any personal data we collect from you, or that you provide to us, will be processed under the terms of the General Data Protection Regulations. Full details of our Privacy Policy can be found on our website.

Smoking/Vaping

In compliance with legislation it is illegal to smoke anywhere within the premises of Primrose Cottage B&B. We apply the same rules to vaping. Guests either found smoking/vaping within their rooms or remains of signs of smoking/vaping by leaning

out of the windows will be asked to leave, with any accommodation monies already paid non-refundable. They will also be charged a fee of £200 to cover deep cleaning costs. We also reserve the right to charge for resetting the fire alarm, relocating guests, cleaning rooms and any other associated costs.

Damage and Breakages

We kindly ask guests to report any damage to fixtures and fittings as soon as it occurs as this will help ensure that repairs, replacement or cleaning works are carried out immediately and may help reduce the risk of further damage. Whilst we understand that accidents happen, we do reserve the right to charge for any cleaning or replacement costs.

Use of Wi-Fi

The provision of Wi-Fi services (excluding some restricted sites) are provided free of charge. However, we ask that due care and consideration is given to the amount and time taken downloading data and that all sites visited are of legal status only. Any downloads will be the sole legal responsibility of the operator. For safety purposes laptops should be turned off when left unattended.

Hot Take Away Food

It is important that rooms and furnishings remain clean and fresh for the benefit of all guests. Therefore, we would ask that guests discuss with us, in advance, if they plan to consume hot Take Away food in the suites. We reserve the right to refuse to allow this and if we discover that hot Take Away food has been consumed without prior permission, we will have no alternative but to charge the occupants a deep cleanse charge of £200.

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